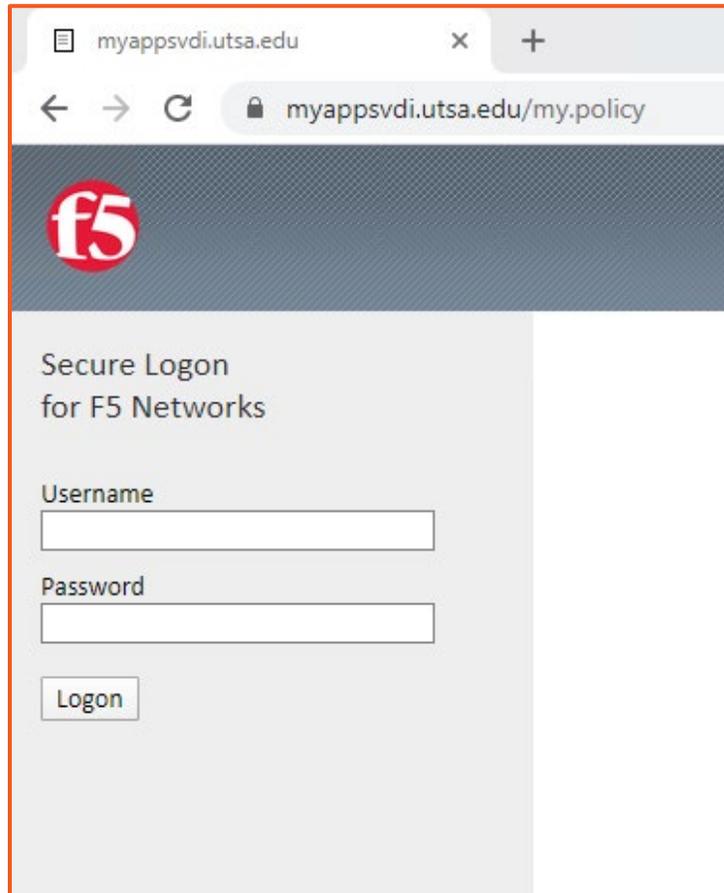
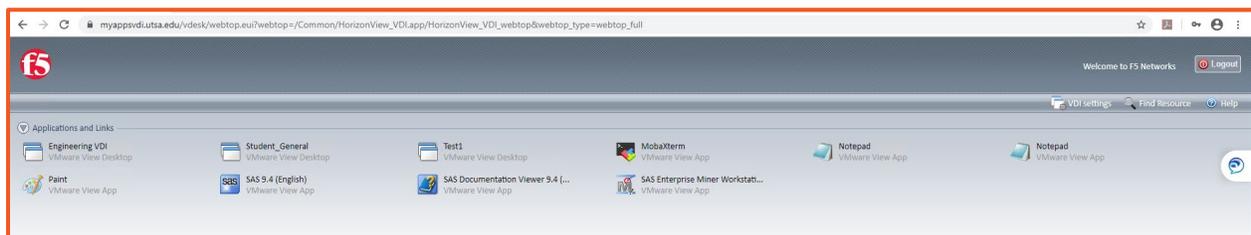


## Instructions: How to Connect to UTSA MyAppsVDI

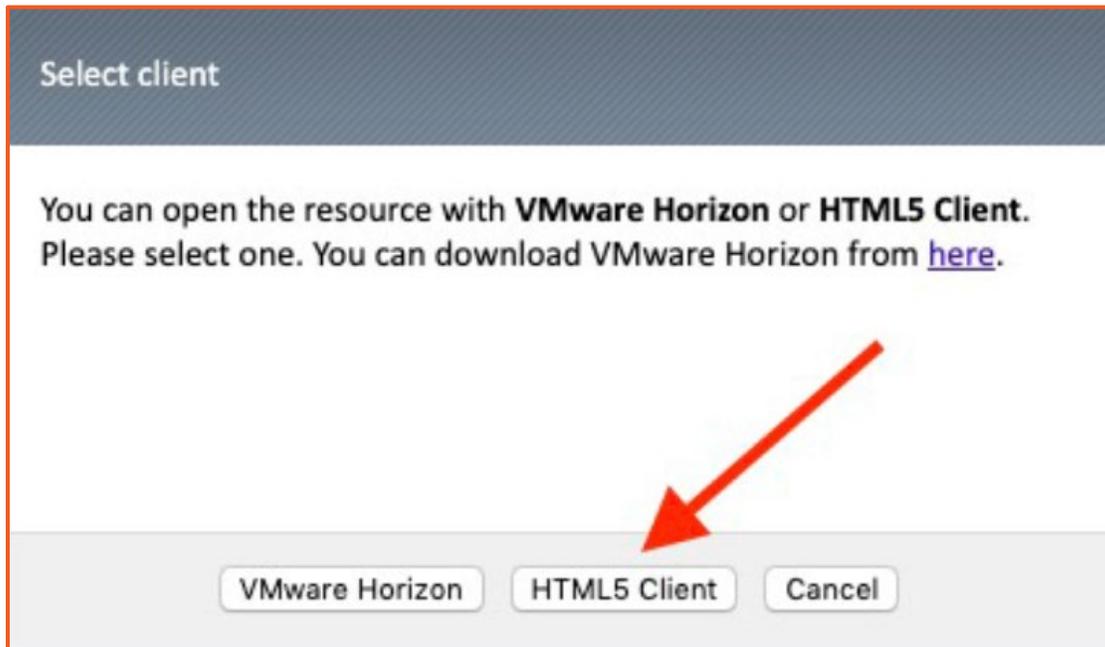
You can quickly access the VDI by using your web browser and going to: <https://myappsvdi.utsa.edu/>. You will use your UTSA ID and Passphrase to login.



You will be presented with the VDI's currently entitled to your account. Select Student\_General to access the Student VDI.



First-time Users will be presented with the screen to select either the HTML 5 client or the VMware Horizon Client. Select HTML 5 to continue to access the VDI via the browser.



After about a minute you will be presented with the Windows 10 virtual machine:



For more options, select the side tab bar:



**Remember:**

- this desktop won't save after logging out
- save your work to OneDrive or externally

**Other:**

- VDI can be used anywhere from a web browser
- access specialized applications on your devices

Click Here for more Options

Need help? Have questions? Call (210) 458-5555.

4:33 PM 4/13/2020

And you will be presented with this:



**Remember:**

- this desktop won't save after logging out
- save your work to OneDrive or externally

**Other:**

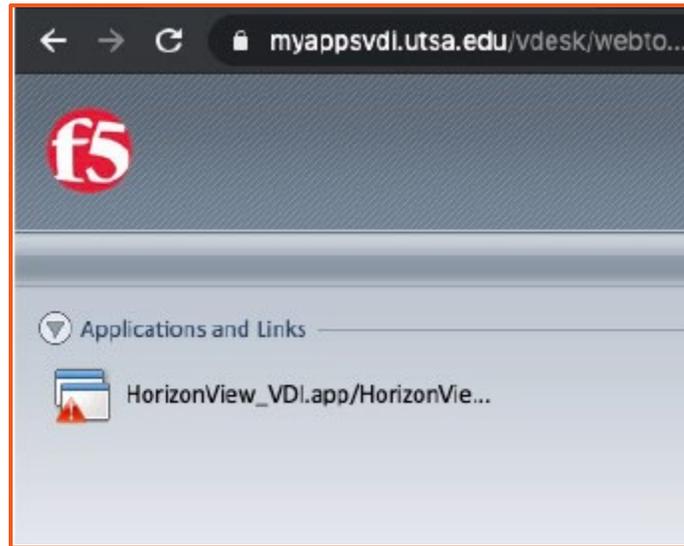
- VDI can be used anywhere from a web browser
- access specialized applications on your devices

Need help? Have questions? Call (210) 458-5555.

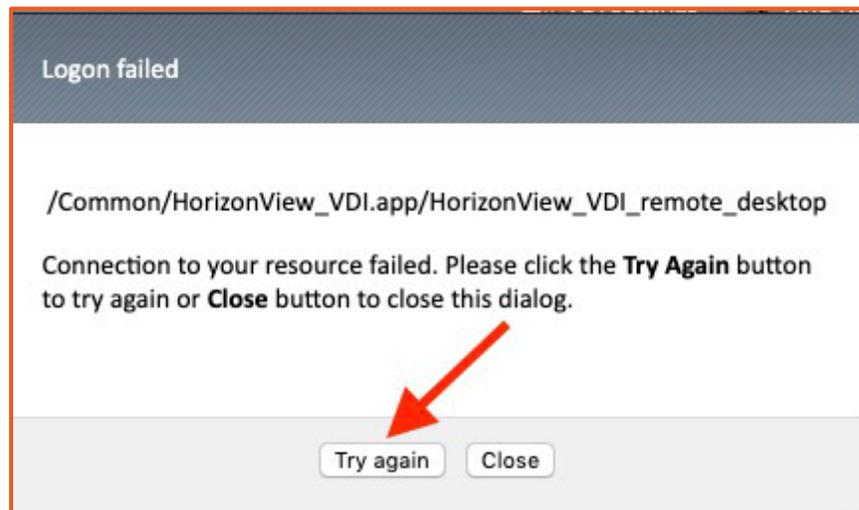
5:07 PM 4/13/2020



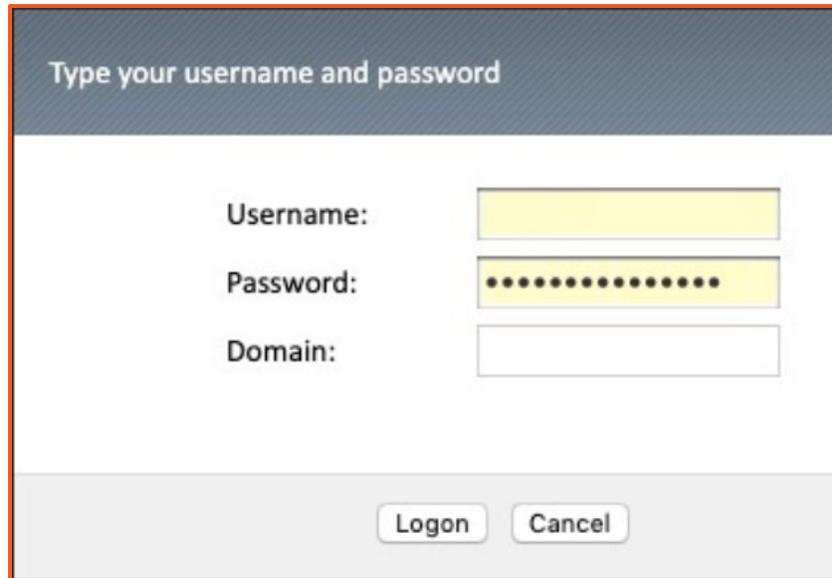
**F5 – Horizon broken icon:** If presented with the image below. Select the HorizonView\_VDI.app link.



You will be presented with the window below. Please select Try Again.

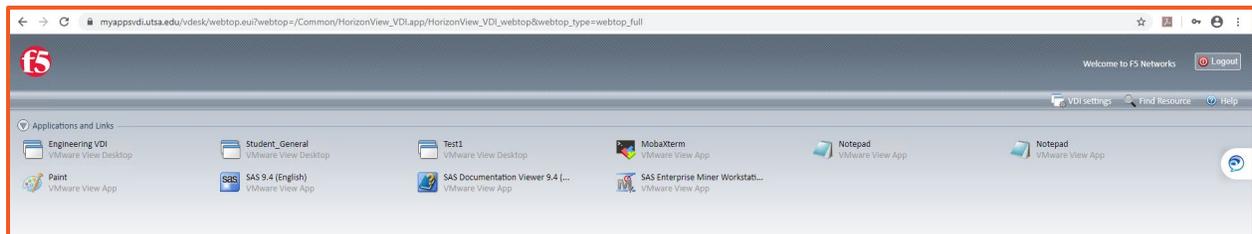


You will be presented with a second login window. Please enter your UTSA credentials and passphrase.

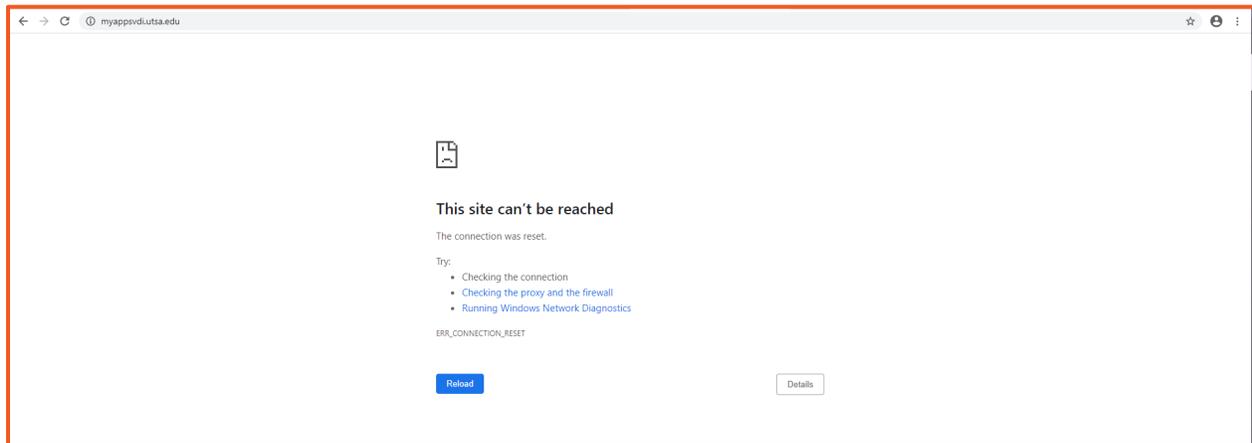


A login form titled "Type your username and password". It contains three input fields: "Username:" with a yellow background, "Password:" with a yellow background and masked characters, and "Domain:" with a white background. Below the fields are two buttons: "Logon" and "Cancel".

If authenticated properly, you will be presented with the standard page where your VDI's are presented.



**VPN issues:** If the user is currently connected to VPN, they are unable to access the VDI page as it uses the same F5 tunnel. Users will just get “this site can’t be reached” error.”



**Other possible errors:**

**Duo authentication error:** confirm if user has Duo account created.

**Wrong username and password:** confirm user is not locked out of their account and is currently part of the Active Students Security group.

**Browser compatibility:** Verify customer is in the most up to date version of their browser.

**Unable to view Student\_General VDI:** Verify customer is part of the Active Students security group.

**Unable to access web page:** Is the customer connected to VPN? Is the customer connected to the internet? What is customer’s internet speed? Who is customers ISP? Can they access it through another device, another browser, or another network? Things to gather are possibly Browser version, OS version, ISP, and speed test.

**Application issues:** Customer is missing a feature in the applications.